



# Troubleshooting

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## Introduction

This chapter provides details for troubleshooting SNMP Real-time monitoring using Cisco SCE.

- [Error Message When Viewing a Report, page 4-1](#)
- [Reports Missing Data, page 4-3](#)

## Error Message When Viewing a Report

### Problem

Apparent Error Message: viewing a report returns with an error message.

Error opening <RRD archive name>.rrd: No such file or directory

### Cause and Solution

MRTG did not create RRD DB files. Verify that your <RTM Folder>/sce\_<SCE IP> does not contain \*.rrd files.

There are two possible reasons that MRTG did not create the RRD DB files:

1. MRTG execution failed and you should check that the following settings are correct:
  - a. Verify the SCE is accessible, for example ping.
  - b. Verify that the SCE SNMP agent is enabled.
  - c. Verify that the SCE community string is configured correctly in the RTM user configuration file.
  - d. Verify that the RTM directory is configured correctly in the user configuration file. The path cannot contain white space.



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**Note** Use slash or '\W' as the path delimiter.

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- e. Verify the RRDTool bin directory is configured correctly in the user configuration file.



**Note** Use slash or '\\' as the path delimiter.

- f. Run MRTG from a command prompt and verify that it completes with no errors:

```
perl <MRTG bin folder>/mrtg<RTM folder>/mrtg-cfg/<SCE address>_scabb_mrtg.cfg
```

2. Cron did not invoke MRTG.
  - a. Verify cron is configured correctly—Check that the MRTG invocation command for the specific SCE platform is correct.
  - b. If using PyCron, try running MRTG from PyCron GUI and verify that it completes with return code 0

## Problem

Apparent Error Message: viewing a report returns with an error message The server encountered an internal error or misconfiguration and was unable to complete your request.

## Cause

This error message appears on Unix/Linux systems if the web server user does not have execution permissions on the report CGI files of the SCE platform.

## Solution

Add execute permissions for all users to all .cgi files.

## Problem

Apparent Error Message: viewing a report returns with an error message.

```
ERROR: Opening <report image filename>.png' for write: Permission denied.
```

## Cause

This error message appears on UNIX/Linux systems if the web server user does not have *write* permissions on the SCE platform directory in the RTM directory.

## Solution

Add write permissions for all users to all SCE directories in the RTM directory.

## Problem

Apparent Error Message: viewing a report returns with an error message.

```
ERROR: opening <RRD archive name>.rrd': Permission denied.
```

## Cause

This error message appears on UNIX/Linux systems if the web server user does not have read permissions on RRD archive files in the SCE platform directory.

## Solution

Add read permissions for all users to all RRD archive files. The example crontab.txt file created by the rtmcmd for Unix/Linux systems contains a permissions change command for each monitored SCE. The permissions change command follows the MRTG invocation.

## Reports Missing Data

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## Problem

Reports missing data. There is a sheer drop in reported traffic.

## Cause and Solution

Cron has stopped invoking MRTG.

1. Verify that the \*.rrd files in the sce\_<SCE IP> folder was not modified during the past five minutes.
2. Verify Cron is configured as a service and that the service active.
3. Run MRTG from a command line and verify that it completes with no errors.

```
perl <MRTG bin folder>/mrtg<RTM folder>/mrtg-cfg/<SCE address>_scabb_mrtg.cfg
```
4. Check that Cron settings are correct.

